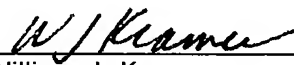




Serial No.: 10/608,711

PATENT
28594/39468

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant: BORTHWICK, ALVIN J.)	I hereby certify that this paper is being
)	deposited with the United States Postal
Serial No.: 10/608,711)	Service as first class mail, postage
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Filed: JUNE 27, 2003)	
)	Commissioner for Patents, P.O. Box
Title: SYSTEM FOR MANAGING)	1450, Alexandria, VA 22313-1450,
REQUESTS AND METHOD OF)	on November 24, 2003.
MANAGING REQUESTS)	
)	
Group Art Unit: Unassigned)	
)	William J. Kramer
Examiner: Unassigned)	Reg. No. 46,229
)	Attorney for Applicant

PRELIMINARY AMENDMENT DATED NOVEMBER 21, 2003

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Prior to beginning examination of the above-identified application,
please enter the following amendments:

Amendment to the Specification begin on page 2 of this paper.

Amendments to the Claims begin on page 3 of this paper.

Remarks begin on page 14 of this paper.